

Medtronic

Integrated Health SolutionsSM

Case study: Implementing Get Ready[®] to support timely treatment for pain patients

Mater Private Hospital, Cork, Ireland



Pain Relief Ireland is a private pain clinic based at the Mater Private Hospital in Cork, Ireland.

Patients attending the clinic often have complex chronic pain conditions, requiring multiple interventional options and potentially lengthy pathways before their pain levels improve. This is also the only pain service that delivers Spinal Cord Stimulation (SCS) in this part of Ireland.

Capturing and monitoring patient symptoms, such as pain level or interference in daily life before and after a procedure, are crucial to determining next steps. However, a small clinical team and constrained resources make it challenging to proactively monitor all patients following their procedures. The clinical team must often rely on patients for feedback on their progress.



This can result in some patients not receiving additional treatments in a timely fashion and sometimes means a prolonged treatment pathway for the individual.

Additionally, completing questionnaires in the clinic and lacking upfront information to make informed decisions often extend appointment times and lengthen pathways unnecessarily. For example, this could entail additional investigations and procedures instead of fast-tracking patients to Spinal Cord Stimulation.



Solution

Get Ready®

In response to the challenge, the pain team at the Mater Private worked with Medtronic's Integrated Health Solutions (IHS) team to roll out Get Ready®, a digital remote patient management solution for truly connected care that aims to optimize the entire care pathway, from referral to post-intervention follow-up.

A strong partnership between the Mater Private Hospital and Medtronic had been in place over the years. Medtronic's IHS team led Get Ready® demonstrations and showed the hospital's stakeholders how the solution could be tailored to address their challenges. The Mater Private Hospital was drawn to Get Ready®'s flexibility to deliver the requirements for the clinical pathway and how the platform could support patients through a potentially complex course of treatment.

As a result, Professor Dominic Hegarty (Pain Consultant and Clinical Director at the Mater Private Hospital and Pain Relief Ireland) decided to implement Get Ready® for pain patients undergoing specific advanced pain procedures such as Spinal Cord Stimulation, Racz Epidurolysis, and Facet Denervation. Through digitizing patient information and symptom gathering, the collection and measurement of outcomes after each procedure aids and improves the efficiency of future clinical decision-making and frees up clinical and administrative resources to carry out other tasks.



This ultimately opens up the possibility of further growing the service to deliver treatment to more patients.

Medtronic's support has involved:

- Pathway optimization consulting and digital expertise
- Mapping of the current clinical pathway to identify opportunities for efficiency gains and improvement, leveraging digital as an enabler to this
- Change management support, which has included face-to-face training and engaging the wider team to be involved in using the solution.

Impact

The project kicked off in early February 2022, and the first patients were onboarded just five months later.

"This is outstanding for patient care in the area of Pain Management in Cork," stated Professor Hegarty. **"It is not only a national first but also right up there on the international front as well - particularly with the potential to modify the way we select individuals for spinal cord stimulation across Europe."**



PATIENTS ARE BETTER EDUCATED - AND MONITORED

Among the initial group of Spinal Cord Stimulation patients onboarded, **98% to date have used Get Ready®** throughout the pathway. In addition, **97% have completed all the patient actions** assigned through the platform.

Unusual patterns and scores generated from the platform trigger alerts to the pain team, which is then better positioned to support decision-making before procedures. Of the many alerts, **6% are patients specifically asking for a call back via a button on their app**. A clinician can also respond to other alert types via a message through the platform. Using alert thresholds, physicians have been able to detect deterioration more quickly.

High compliance with the content means data can be better tracked over time. Responses to questionnaires in Get Ready® generate data that informs how individuals go through the pathway.

"Get Ready® has been extremely effective," said Helena Hanbidge, Clinical Neuromodulation Nurse. "It has empowered our patients to assume active roles in managing their health from home. We have seen how it has positively impacted pain patients throughout the entire pathway - from the perioperative phase through to several years after discharge."

65%
reduction in
patient time on
the pathway

97%
of patients
completed all
actions in the Get
Ready® platform

HOSPITAL RESOURCES ARE BEING BETTER DEPLOYED

Patient issues are being resolved through the platform. There has been at least a **40% reduction in nurse appointments**, thus freeing up their time for clinical review of more complex cases.

In addition, there has been a **30% saving in consultants' time** due to fewer review appointments. Separately, **30% of administration time has been repurposed** to support and focus on clinic growth.

Patient time on the pathway has been reduced by 65%, thanks to the clinical director having better visibility of patients' progress after their procedures and thus being able to discharge patients from the pathway sooner. The impact is significant, as it enables new patients to be brought in quicker, making it a game-changer for both the hospital and the OU.

Concluded Professor Hegarty: "The digital platform resulted in significant improvement in how we manage our patients without impacting their experience. We have the ability to increase our capacity and address issues in a timely fashion. This would not have been possible without Get Ready®."

40%
reduction
in nurse
appointments

30%
saving in
consultants'
time

Next steps

Building on these initial successes, the solution will continue to be deployed for Spinal Cord Stimulation patients. Data is being analyzed at the aggregate level to identify future pathway improvements. Get Ready® is in the process of being deployed for Racz/Denervation procedures.



About Medtronic IHS

Integrated Health Solutions builds on Medtronic's unique combination of capital resources, process optimization expertise and therapy knowledge. In cooperation with medical institutions, IHS develops innovative services and solutions to improve efficiency, reduce costs, facilitate patients' access to different types of treatment, and improve outcomes.

Would you like to know more about what IHS can do for your hospital?

Learn more about Get Ready® by visiting our [website](#), reaching out to your Medtronic contact or emailing us at: integratedhealthsolutions@medtronic.com

Medtronic

Medtronic International Trading Sarl
Route du Molliau 31
Case postale
1131 Tolochenaz
Switzerland
Tel: +41 (0) 21 802 70 00
Fax: +41 (0) 21 802 79 00

© 2022 Medtronic.
All Rights Reserved.